

The use of Video Relay has made a tremendous impact in my ability to communicate with hearings. In the past, I would normally wait for a few minutes. Until now, it has gotten pretty bad. My average wait runs between five to 15 minutes to wait for the interpreter to become available. It is unfair because hearing people can make an urgent call in a split second while we have to wait much longer. God forbid if I say this, I could be making an emergency call if something happens and waiting for a long time can be very traumatic. There is a need to speed this up.